



September 2008

## SUBSECTOR PROFILE

# Employment in New York City's Support Activities for Transportation Subsector

### About this Profile


This is one of four profiles<sup>1</sup> developed by the New York City Labor Market Information Service (NYCLMIS) about the transportation sector's top employment subsectors. The others are about air transportation, truck transportation, and transit/ground passenger transportation.

This profile is intended to help workforce development *account executives* with business development and job placement, *career advisors* with job counseling, and *education and training professionals* with their activities in the support activities for transportation subsector. Jobseekers can also use this information to help with career decision-making. Icons appear throughout this profile to mark findings and recommendations of special interest to these respective audiences. See page 2 for a guide on **How to Use this Profile**, and an accompanying key to the icons.

### Terms and Definitions

The Support Activities for Transportation subsector is made up of four distinct industry groups, each specializing in different modes of transportation: air, rail, marine, ground, and other.

- **Air support** firms include airport operators; and aircraft service, repair (except factory conversion and aircraft overhaul), maintenance, storage, and ferrying firms.
- **Road support** firms include motor vehicle towing, bridge and tunnel operators, car and truck delivery service, and weigh station operators.
- **Freight support** firms provide logistical and management support for shippers and carriers such as freight forwarding, customs brokerage, or shipping agents.
- **Other support** services industry group includes vanpools, carpools, and pipeline service providers.

 NAICS allows users to uniformly identify and classify companies. Using NAICS helps to ensure that we are referring to the same group of firms. After workforce professionals identify the sector (2-digit NAICS

## HOW TO USE THIS PROFILE

The table below shows specific ways that *career advisors*, *account executives*, and *education and training professionals* can use the information contained in each section of this profile to help them to serve jobseekers and businesses.

PROFILE SECTION	THIS SECTION CAN BE USED TO:
Terms and Definitions	<ul style="list-style-type: none"><li>■ Speak more knowledgeably with jobseekers and employers about the subsector.</li></ul>
The Subsector in New York City	<ul style="list-style-type: none"><li>■ Identify top employers.</li><li>■ Locate which boroughs have most employer sites.</li></ul>
Jobs	<ul style="list-style-type: none"><li>■ Know how many jobs there are and where they are located.</li><li>■ Understand where job opportunities may be improving or worsening.</li></ul>
Wages	<ul style="list-style-type: none"><li>■ Identify entry-, mid-, and high-level wages.</li></ul>
Occupations and Advancement Pathways	<ul style="list-style-type: none"><li>■ Identify promising occupations for jobseekers.</li><li>■ Identify the skills, experience and other qualifications employers will require.</li></ul>
Current Workforce Facts	<ul style="list-style-type: none"><li>■ Know who works in the subsector now.</li><li>■ Compare current workforce with employers' needs to identify "gaps".</li></ul>

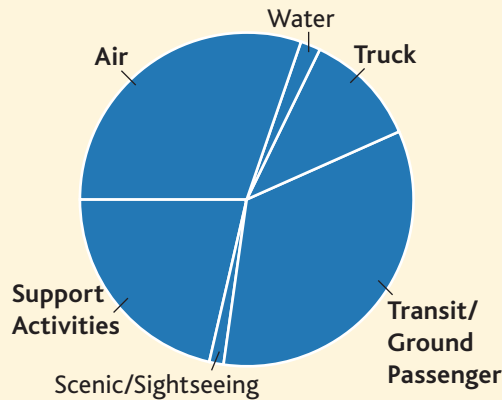
## WORKFORCE PROFESSIONALS PROFILE USER KEY

	Career Advisors
	Account Executives
	Education and Training Providers
	All Stakeholders

These icons appear throughout the text to mark findings and recommendations that will be of particular interest to specific workforce stakeholders.

**FIGURE 1 New York City Private Sector Employment in Transportation\***

<b>Air</b>	<b>25,248</b>
<b>Truck</b>	<b>9,374</b>
<b>Transit/Ground Passenger</b>	<b>27,899</b>
<b>Support Activities</b>	<b>17,583</b>
<b>Scenic/Sightseeing</b>	<b>1,280</b>
<b>Water</b>	<b>1,500</b>
<b>Private Sector Transportation</b>	<b>82,884</b>
<b>All Private Sector Jobs</b>	<b>3,514,234</b>



SOURCE New York State Department of Labor, Quarterly Census of Employment and Wages, 2007.

\* In 2007, transportation accounted for 2.3% of all private sector jobs in New York City.

code), subsector (3-digit code) or industry group (4-digit code) that they want to explore, they should give some more thought to what companies are and are not included, and then expand or reduce their NAICS selection as needed.

**AE** Account executives need to understand how the subsector is organized (as described above) so they can speak more knowledgeably with employers.

**J** Jobseekers and workforce professionals interested in transportation support jobs should look at companies in NAICS 488 and in other related subsectors that include air transportation (481), truck transportation (484), and transit and ground transportation (485).

In 2007, there were about 17,600 private sector jobs in support activities for transportation in New York City, making it the third largest subsector in the transportation sector.

Firms in the support activities subsector are closely tied to — and in most cases dependent upon demand from — firms in the other transportation subsectors, and are subject to many of the same economic influences. For example:

- When airlines cut flights, aircraft maintenance firms see a decline in demand.
- When fuel prices go up and people substitute rail and transit for driving, demand drops for towing companies.
- If freight cargo shipments recede, so will the demand for logistical support, freight forwarding, and customs agents.

**North American Industry Classification System (NAICS) Definition of Support Activities for Transportation (NAICS 488)**


Industries in the support activities for transportation subsector provide services to transportation carrier establishments or to the general public. This subsector includes a wide array of establishments, including air traffic control services, marine cargo handling, and motor vehicle towing. The Support Activities for Transportation subsector is separated by the mode of transportation being served. The Support Activities for Air Transportation industry includes air traffic control, maintenance, and other services to the aviation industry. Excluded are establishments primarily engaged in providing factory conversion and overhaul of transportation equipment and those providing rental and leasing of transportation equipment without operators.

■ If the dollar weakens, exporting activity can be expected to pick up, and customs agents may see an increase in the demand for their services.

### The Subsector in New York City

Table 2 shows the largest subsector establishments in New York City as reported to leading commercially available establishment lists. Of the top ten, four are located in Queens, four in Manhattan and three in Staten Island.

 An establishment is a location where companies provide materials or services and can be seen as an “employment site.” A single firm or company may have many establishments.

 Account executives should know what the largest establishments are in the subsector and be aware that many other transportation support jobs exist in smaller companies.

### Jobs

There were 17,583 jobs in transportation support in New York City in 2007 (Table 3). The most jobs were in Queens, followed by Manhattan and Staten Island. Job losses in Manhattan are probably due to higher real estate costs. The Bronx and Brooklyn gained transportation jobs between 2000 and 2007.

Figure 2 shows that there are transportation support establishments in just about every zip code in New York City. The highest concentration of both jobs and establishments (dark areas with large spots) are

There were 17,583 private sector jobs in the support activities subsector in New York City in 2007. Most of these jobs were in Queens.

**TABLE 2 Largest Support Activities for Transportation Establishments in New York City, 2008**

ESTABLISHMENTS	BOROUGH	ON-SITE EMPLOYMENT
American Airlines, Inc.*	Queens	4,000
Metro-North Commuter Railroad*	Manhattan	1,000
Hudson General Corp*	Queens	1,000
Worldwide Flight Services Inc*	Queens	1,000
Port Authority of New York*	Queens	900
Port Authority of New York*	Manhattan	600
American Sales & Management*	Manhattan	500
New York Container Terminal*	Staten Island	450
Triborough Bridge Tunnel Authority*	Manhattan	400
Reinauer Transportation Co.*	Staten Island	400

SOURCES \*ReferenceUSA and \*Dun & Bradstreet 2007 establishment lists. Retrieved May 2008.

**TABLE 3 Jobs in Support Activities for Transportation in New York City by Borough, 2000–2007**

	2007	INCREASE/DECREASE 2000 TO 2007	
		# +/-	% +/-
Bronx	284	95	50%
Brooklyn	1,142	156	16%
Manhattan	2,738	-545	-17%
Queens	12,388	-396	-3%
Staten Island	1,031	-194	-16%
<b>New York City</b>	<b>17,583</b>	<b>-884</b>	<b>-5%</b>

SOURCE Quarterly Census of Employment and Wages, New York State Department of Labor, 2000–2007


near the two airports in Queens, in mid-town Manhattan, and near the Howland Hook marine terminal in Staten Island.

**AE** Account executives should focus their efforts on locating business near the major transportation centers in the city: marine, and air cargo terminals, and trucking and food distribution centers.

**AE** To collect establishment names and contact information, account executives can:

- Purchase and consult commercially available lists such as Hoover's, Moody's, Dun & Bradstreet or ReferenceUSA;
- Download lists for free at the New York Public Science, Industry, and Business Library (SIBL) on 34th Street and Madison Avenue in Manhattan; or
- Contact [nyclmis@gc.cuny.edu](mailto:nyclmis@gc.cuny.edu) for assistance and information on how to access business lists.

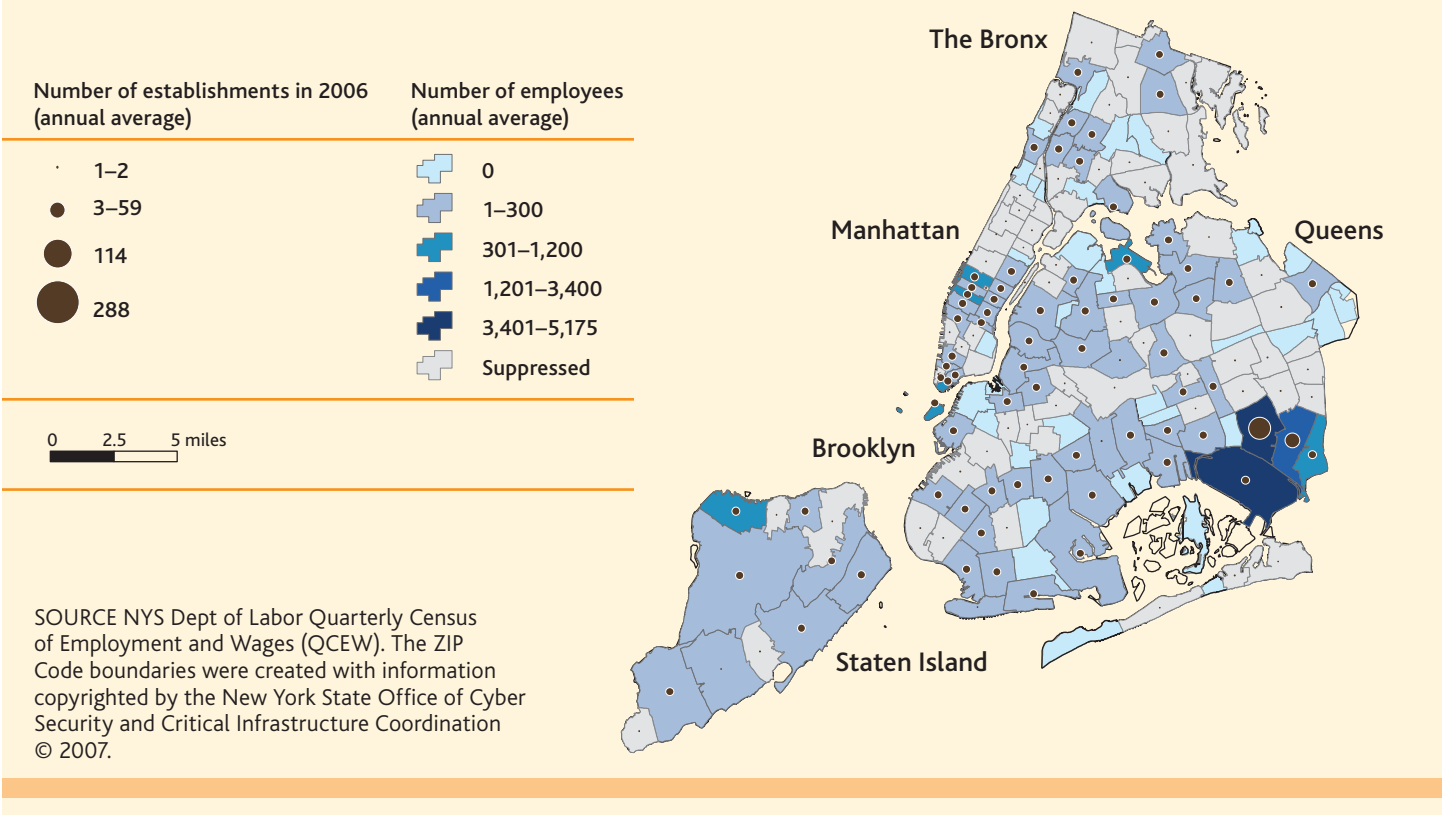
Labor representation in the support activities subsector varies by industry and occupation. In New York City, workers in both truck and air freight and air services (maintenance and operations contractors) are represented by Locals 295 and 851 of the Teamsters Union. The Bridge and Tunnel Officers Benevolent Association (BTOBA) represents the Triborough Bridge and Tunnel Authority's employees.

 The major labor unions representing workers could provide insight into job opportunities for adults and entry opportunities for youth in this sector.

## Wages

The average annual salary in New York City in 2006 was \$46,085, with higher wages in Manhattan and Staten Island, likely due to the location of corporate offices (Table 4). Salaries in the subsector increased in all of the boroughs even after adjusting for inflation.

FIGURE 2 Support Activities for Transportation Employment and Establishments in New York City<sup>2</sup>



Salary increases are probably related to the general upturn in the economy during that period.

In general, the major factors influencing the jobs outlook in the air, freight trucking, and ground passenger transportation subsectors — *economic cycles, fuel prices, strength of the dollar, infrastructure development, and technological advancements* (discussed in the respective subsector profiles) — also influence the jobs outlook in support activities.

**ET** Education and training providers should assess the extent to which their current offerings expose job applicants and existing workers to these newly needed technological skills so that they can earn higher wages in the subsector.

### Occupations and Advancement Pathways<sup>3</sup>

**CA** Some good reasons jobseekers and career advisors should focus on occupations in transportation support are: relatively good pay and reasonable education requirements.




**TABLE 4 Average Annual Salary\* in Support Activities for Transportation:  
New York City by Borough, 2000–2006**

	2006	INCREASE/DECREASE 2000 TO 2006	
		\$ +/-	% +/-
Bronx	\$34,199	\$6,100	22%
Brooklyn	\$38,289	\$4,333	13%
Manhattan	\$79,392	\$20,677	35%
Queens	\$37,173	\$5,708	18%
Staten Island	\$71,991	\$13,945	24%
<b>New York City</b>	<b>\$45,813</b>	<b>\$7,642</b>	<b>20%</b>

SOURCE Quarterly Census of Employment and Wages, New York State Department of Labor, 2000–2006

\* In current \$

Table 5 shows the top ranking occupations in support activities for transportation according to the total number of jobs in New York City in 2006. The top five are truck drivers, customer service representatives, managers, cashiers, and laborers/material movers. Job opportunities are expected to grow in two (supervisors and dispatchers) of these five occupations.

 Occupational projections from the Bureau of Labor Statistics Occupation Employment Survey Program are recognized as the state of the art in labor market information. These projections have some limitations, however. We recommend that readers weigh these data against other data presented in this profile to form their own view about occupational outlooks in the subsector.

To get an accurate sense of the occupations in the subsector, it is important to look beyond job numbers and growth, and examine other job characteristics such as educational requirements, wages, and turnover. Table 5 also shows the *percent of replacement job openings* (as opposed to *new jobs* that are created when subsector employment numbers expand). Almost all of the projected jobs are in fact replacement jobs, which suggests a high turnover rate in these positions; all truck driver and laborers/material mover jobs are replacement jobs, an indication of very high turnover and a projected flattening of demand for these positions.

Among the top five occupations, only managers must have additional education beyond a high school diploma or a certificate of General Educational Development (GED). Some employers may require less

**TABLE 5 Top Ranking New York City Occupations in Support Activities for Transportation: Employment Outlook, Educational Requirements, and Wages**

TOP RANKING OCCUPATIONS (IN ORDER OF # OF JOBS IN 2006)	2014 OUTLOOK GROWTH/DECLINE	% REPLACEMENT	EDUCATIONAL REQUIREMENTS*	2006 HOURLY WAGES		
				ENTRY	MEDIAN	HIGH
Sales Workers and Truck Drivers	▼	100%	HS/GED	\$7.48	\$13.45	\$25.73
Customer Service Representatives	^	65%	HS/GED	\$9.96	\$15.96	\$26.12
Managers, All Other	^	79%	BA	\$25.51	\$45.81	na
Cashiers	^	96%	HS/GED	\$7.26	\$8.52	\$13.07
Laborers and Freight, Stock, and Material Movers, Hand	▼	100%	HS/GED	\$7.55	\$11.17	\$18.73
Office Clerks, General	▼	100%	HS/GED	\$7.58	\$12.80	\$20.06
Taxi Drivers and Chauffeurs	^	42%	HS/GED	\$8.25	\$11.65	\$19.66
Supervisors, Transportation and Material Moving Workers	^	75%	AA/TRADE	\$16.41	\$28.47	\$41.50
Baggage Porters, Bellhops, and Concierges	^	85%	HS/GED	\$7.41	\$12.03	\$19.98
Transportation Attendants	^	94%	HS/GED	\$7.32	\$8.71	\$12.37
Dispatchers	^	91%	HS/GED	\$10.15	\$16.70	\$28.59
Shipping, Receiving, and Traffic Clerks	▼	100%	HS/GED	\$8.29	\$13.57	\$22.37

SOURCE **Occupational ranking** from US Bureau of the Census, American Community Survey, Public Use Microdata Sample, 2005–06  
**Educational requirements and wage data** from O\*NET Online (<http://online.onetcenter.org/>)  
**Occupational outlooks and replacement jobs** from the Bureau of Labor Statistics, Occupation Employment Survey, 2006.

\* Indicates the level of education attained by most individuals in this occupation in New York City.  
Some employers may require less or more years of education.

HS/GED = high school diploma or GED usually required.

AA/TRADE = 2-year college degree or postsecondary vocational or trade school usually required.

BA = 4-year college degree usually required.

na = Hourly wage is not available for this occupation.

or more education depending on the applicant's level of skill and experience.

**AE** Account executives should identify which employers are willing to hire jobseekers who have not earned a high school diploma or GED and inform career advisors.

Also shown in Table 5 are typical hourly wages for entry-, mid-, and high-level earners in each of the top ranking occupations in support activities for transportation.

■ Supervisors and managers receive the highest wages, both with starting wages above \$25 per hour.


■ Transportation attendants and cashiers start out just above minimum wage levels and peak out under \$10 per hour indicating a low degree of opportunity for advancement in either of these occupations.

■ Truck drivers, dispatchers, and shipping and receiving clerks have wider pay ranges: workers in these occupations could earn \$25 per hour or more.



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**CA** Occupations with wider pay ranges may offer jobseekers more room for advancement in exchange for on-the-job experience, without switching jobs or having to obtain additional postsecondary education.

 For a complete list of New York State-approved workforce training providers — searchable by sector, occupation, and borough — go to [www.nyc.gov/training-guide](http://www.nyc.gov/training-guide). The NYC Training Guide contains course and contact information, job placement rates, student reviews of courses, cost, and eligibility for individual training grant (ITG) vouchers through the Workforce1 Career Centers or the New York City Department of Human Resources Administration.

Subsector or related experience — often in combination with a two-year degree or trade school certification indicating that the worker upgraded his or her skills — are generally required to advance to supervisory positions in transportation support. Although there are exceptions, management positions in the subsector are generally held by people with four-year college degrees.

The logistics and warehousing industries depend on computer applications to track and schedule shipments. Individuals with training in these systems will be more likely to advance beyond entry-level clerical or manual positions.

**ET** Education and training providers should assess the extent to which their current offerings expose job applicants and incumbent workers to technological skills that are

needed in the transportation support subsector.

**CA** Some good reasons jobseekers and career advisors should focus on occupations in support activities for transportation are: relatively good pay, diversity of occupations, advancement opportunities, and reasonable education requirements.


### Current Workforce Facts

Males held almost all two-thirds of the subsector jobs in New York City in 2006. Based on the variety of occupations in support activities, the subsector may also be attractive to women and other nontraditional populations.

**AE** Account executives should ask transportation support employers if they are having difficulty recruiting women into their workforce.

**CA** Career advisors should ask female jobseekers who do not want to go into transportation support about their concerns.

Contrary to the trend seen in other transportation subsectors, a sizable share of the subsector workforce was between the ages of 18 and 34 in 2000 and that share remained steady in 2006.

 Youth service providers should continue to prepare and place young people into transportation support occupations that have advancement potential.

About 60 percent of the jobs in the subsector are held by individuals with a high

school diploma, GED or fewer years of educational attainment.

**CA** Career advisors should be aware that the transportation support subsector offers job opportunities for individuals who have no postsecondary educational experience.

## Endnotes

**1** The information in this profile is drawn from a longer, more detailed report entitled *Employment in New York City's Transportation Sector* that includes additional background on support activities for transportation and three other transportation subsectors.

**2** The data in this map includes private sector employment only. The New York State Department of Labor (NYSDOL) suppresses employee and

wage data for any ZIP Code that includes fewer than three establishments or contains a single unit that accounts for 80 percent or more of the industry's employment. This map omits any establishment in the five boroughs that reported ZIP Code outside of New York City to the NYSDOL. In 2006, there were 59 of these firms (out of > 1,100) in this NAICS code with 545 employees (out of almost 17,000) and annual average wages of \$45,000.

**3** Information about almost any occupation is available through the U.S. Department of Labor through a web-based program known as O\*NET accessible at <http://online.onetcenter.org/>. For detailed profiles of the top 10 occupations in transportation — including job descriptions, working conditions, skills, abilities, educational and experience requirements — see NYCLMIS' *Employment in New York City's Transportation Sector* at [www.urbanresearch.org](http://www.urbanresearch.org) or [www.nyc.gov/wib](http://www.nyc.gov/wib).

**TABLE 6 Demographic Characteristics of the New York City Support Activities for Transportation Workforce, 2000 and 2005/06**

PERCENT OF NEW YORK CITY SUPPORT ACTIVITIES FOR TRANSPORTATION EMPLOYEES WHO ARE	2000	2005/06
New York City residents*	70%	81%
Male	80%	69%
White	24%	29%
Black	33%	39%
Hispanic	27%	18%
Asian	12%	14%
Age 18–34	38%	42%
35–44	28%	27%
44–54	20%	24%
Age 55+	14%	8%
Less than high school or GED	25%	16%
High school diploma or GED	32%	46%
Some college	32%	23%

SOURCE U.S. 2000 Decennial Census and 2005 and 2006 American Community Surveys public use microdata (PUMS) files.

\*The remaining percentages that appear in this table are of people who both live *and* work in New York City.

## About the NYCLMIS

The New York City Labor Market Information Service (NYCLMIS) provides labor market analysis for the public workforce system. The service is a joint endeavor of the New York City Workforce Investment Board (WIB) and the Center for Urban Research at The Graduate Center of the City University of New York. The NYCLMIS' objectives are to:

- Develop action-oriented research and information tools that will be used by workforce development service providers and policy makers to improve their practice.
- Be the portal for cutting-edge and timely labor market data about New York City.

The NYCLMIS primarily serves the program and policy needs of the public workforce system. The NYCLMIS creates research and associated products that are of service to the broader practitioner and policy communities in their day-to-day and strategic decision-making. These products help distill, frame, and synthesize the volumes of data available for the practical use of the public workforce system's partners and stakeholders, with the overall goal of raising public awareness of the importance of workforce development in New York City.

## About the WIB

The New York City Workforce Investment Board (WIB) administers the federal Workforce Investment Act funds in New York City and oversees the public workforce system run by the Department of Small Business Services and the Department of Youth and Community Development. The WIB is made up of over 40 volunteer members, appointed by the Mayor, representing local businesses, educational institutions, labor unions, community-based organizations, and other government agencies.

## About the Center for Urban Research

Working with the City University of New York Graduate Center's faculty and students, the Center for Urban Research organizes basic research on the critical issues that face New York and other large cities in the U.S. and abroad; collaborates on applied research with public agencies, non-profit organizations, and other partners; and holds forums for the media, foundations, community organizations and others about urban research at The Graduate Center of the City University of New York.





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